

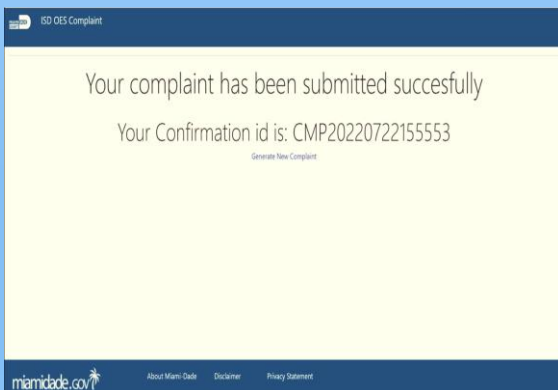
Current System

The system is currently able to get the data from the user and store it in the database. However, the system does not verify whether the information input is in the correct format to ensure that the contact information can be used to reach the user. The system also does not a confirmation email to the user to confirm that their details have been saved, and their complaint has been received, so they do not have a receipt.

Problem

It is important to ensure that the user has entered the correct contact information so we can follow up with them for additional details of the problem they faced. Also, they need to be informed that we have acted on their complaint and have solved it. Currently, we do not check whether these values have been input or stored correctly. We also do not provide the customer with a receipt of the submitted complaint which leads to lower user satisfaction and less room for them to follow up.

Screenshot



Summary

We ensured that the user correctly input their contact information and that they received a confirmation that their complaint has been received.

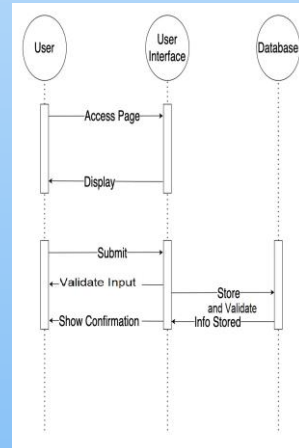
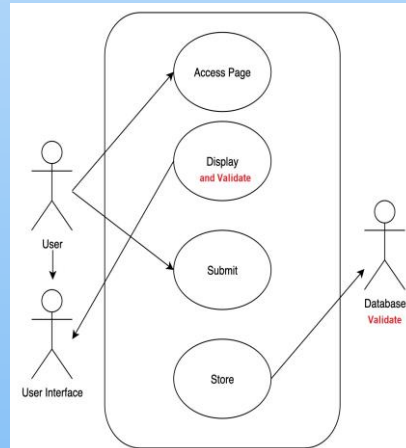
Design

The changes were implemented by ensuring input format and validation using regular expressions in the phone number, zip code and email field by modifying the existing getter functions. Additionally, when the SQL record was being created, we also validated using constraints for the record fields. We also sent a confirmation email to the user using a trigger in the SQL server where we stored the complaint information.

Requirement

- Validate the user input to meet the correct number and email format, as well as correct Zip Code and address, both in the form and database.
- Send a confirmation email to the user that their complaint has been received.

System Design



Object Design

